



QUESTIONS AND ANSWERS

Request for Proposal (RFP): Platform for practical interactive resources to guide lived experience collaboration in mental health

#	Supplier question	Wellcome response
1.	<i>RFP process:</i>	
a.	We have not been able to locate the budget template which the RFP states was published alongside it. Please could you direct us to it? What is the expected timeline for evaluation and final selection after the 8 April, 2025 submission deadline?	The budget template is now available (see link alongside this document). As this is a competitive process, all proposals will be confidentially scored by both UKRI and Wellcome Trust panel members and selected suppliers will be invited to present to this panel on 7, 13 and 14 May 2025. We expect to notify suppliers of the outcome no later than 10 June 2025.
2.	<i>Budget:</i>	
a.	Do you have an approximate budget for the work/ Has the total budget already been confirmed? What is the budget range/ top-limit for the project? Is there an indicative ceiling or range for the budget, to ensure our proposal is appropriately designed? Will you provide budget targets or level of effort estimates?	We are not setting a specific budget externally at this point, but value for money is a consideration in our evaluation of proposals.
b.	Are there any specific budget constraints or guidelines that suppliers should adhere to?	Financial compensation should be factored into the budget you submit for your application. Value for money is a consideration in our evaluation of proposals.
c.	Can you provide any guidance on the balance of that budget that would be considered appropriate for the following activity strands: <ul style="list-style-type: none"> • identification of sources • coproduction of resources 	We don't want your proposal to be restricted in scope or ambition, so please budget for the full cost required to complete the activity on time and comprehensively. Interested suppliers are encouraged to propose an ambitious package of activities (optimal scenario) that will be meaningful and impactful in line with the goal of this project. However, as a



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	<ul style="list-style-type: none"> • support from creatives for coproduction of resources • technical development of the platform • stakeholder engagement and sustainability 	charity, we will consider value for money as part of our evaluation criteria. Please note, Wellcome is liable to pay VAT at 20% for this commission. Suppliers should therefore account for this in their overall costs.
3.	<i>Contracting eligibility:</i>	
a.	Is it OK to apply as a consortium of multiple organisations (with one clear lead)?	Yes, applying as a consortium of multiple organisations (with one clear lead) is fine.
b.	Are there any limits on how funding can be distributed, for example between institutions, internationally, or subcontracts?	Suppliers should distribute costs across institutions and subcontractors in the way that best suits the needs of their proposed project.
c.	If we need to add more member to the team during the project duration how will this be handled?	Projects should budget for what they think they will need during the project. This budget should include a robust budget for head count of team members. The budget will not be increased later.
4	<i>Travel costs:</i>	
a.	The specification indicates that the platform should draw from global examples and practical case studies, potentially requiring engagement with organisations and projects internationally. Could you confirm if travel for case study collection (including site visits or in-person engagement with contributors) would be permissible and fundable under the contract?	All financial compensation, including travel and event hire costs (if applicable), should be factored into the budget you submit for your application. We will not be able to accept additional costs once the budget for the contract has been agreed. Value for money is a consideration in our evaluation of proposals.
5	<i>Timeframe:</i>	
a.	What is the expected contract duration? Is there a preferred timeframe for delivery? What is the timeline for carrying out the project activities? Can you provide	Suppliers should propose a timeline for the project that is feasible and suits the demands of the project. The deliverables for the module on youth mental health should be prioritised in the timeline, where possible.



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	any guidance on any upper limit in terms of timescale?	
6	<i>Low- and middle-income country (LMIC) context:</i>	
a.	"We encourage suppliers to demonstrate how their approach benefits mental health research internationally, including in Low- and Middle- Income (LMIC) contexts." - is this referring to how we should make the case in a proposal, or is it a request for a more formal impact assessment as part of the scope?	We are keen for this project (and the outputs) to have international relevance, beyond the UK. There is no request for formal impact assessment as part of the scope.
b.	Are there any specific expectations around international data collection methods?	Suppliers are welcome to choose whatever methods they feel are appropriate for the commission. There is no expectation that data is collected as part of this commission, but it may be useful to collect some data to inform the project.
c.	Are there any specific global contexts or regions that should be prioritized for resource development?	There are no specific global contexts or regions to be prioritized, but we are keen that the outputs are not limited to the UK only.
d.	To what extent are LMICs a primary target audience?	LMICs are not specifically a target audience for this work, but we encourage suppliers to demonstrate how their approach benefits mental health research internationally, including in LMIC contexts. We do not want project outputs to only be viable in the UK or in other 'high income country' contexts.
e.	Given the socioeconomic and cultural diversity across LMICs, what language options should we anticipate needing to support?	English and Welsh as a minimum, but if suppliers want to suggest other languages which they feel would be appropriate to reach a wider audience, please add this into the proposal.
7	<i>Audience:</i>	
a.	Have you conducted any prior research or assessment to understand the stakeholder landscape	We have a report from Science Practice that can provide an overview of the landscape and of the types of materials that



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	and their needs, interests, behaviours, and preferences related to this platform? Or should we plan to conduct such a needs assessment as part of this effort?	would be useful to the community. A summary can be found in this blog post. We will share the full report with successful suppliers. However, suppliers should propose how to understand the stakeholder landscape as part of their proposal and timeline.
b.	Who are the stakeholders who you expect to use the platform? Who is the intended main audience for the materials and platform (e.g., researchers, people with lived experience, both, other)?	Both researchers and lived experience experts are key audiences, along with anyone else who might be interested. The audience for the module on youth mental health would include young people who may be unfamiliar with research or who are routinely excluded from it.
8	Challenges:	
a.	How will the steering group provide ongoing guidance and oversight throughout the project, and what mechanisms will be in place for addressing any challenges or concerns that arise?	The project will be managed by a contract manager in Wellcome's Mental Health team, supported by a steering group including Wellcome and UKRI representatives, including lived experience advisors from both organisations.
b.	What are some major risks and challenges they perhaps already foresee in the project? What are some existing challenges they have faced in this space beyond that mentioned in the brief?	Section 4.8 of the RfP document requests suppliers to identify potential risks and challenges as these will depend on the project's parameters.
9	Resources:	
a.	Is there any existing criteria that should be used to select and curate real-world examples for the resources?	We expect suppliers to build on previous relevant work, based on real, practical examples. These examples should be taken from different global and scientific contexts (relating to mental health). When curating, the resources should be presented in accessible, engaging, and implementable multimedia formats that can appeal to the intended audiences. Duplication of existing learning should be avoided; effort should focus on building on and signposting to high



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		quality resources already available. For the youth mental health module, we would expect suppliers to work with researchers from the UKRI Adolescence, Mental Health and Developing Mind programme.
b.	Do you have expectations on the nature of the curation of resources associated with each module? For example, should only prioritized or best-in-class resources be included? Should we propose a process for such evaluation and prioritization?	Yes, suppliers should propose a process of prioritisation and selection.
c.	Is the primary intention of each module to adapt and customize existing resources in creative ways, as opposed to generating fundamentally new resources?	Resources should be curated and enhanced so they can be used by other researchers and lived experience experts. The process of developing and refining resources may require engagement with the individuals or organisations responsible for the original practices.
D.	Do you have examples of what you would consider creative and interactive adaptations of resources? For example, video, multimedia, microsites with custom interactivity, mobile apps and services, infographics, playbooks, training programs, virtual events, etc.?	All the above would be in scope, we encourage suppliers to focus on an approach that has maximum reach balanced against feasibility.
e.	Are there specific sources or databases that should be referenced for resource collation?	The supplier and/or the steering group may have ideas of resources that could be cited as inspiration (as the project develops). We also expect suppliers to build on previous relevant work from Wellcome and UKRI, but the project scope should go beyond this. For the youth mental health module, we would expect suppliers to work with researchers from the UKRI Adolescence, Mental Health and Developing Mind programme.



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f.	Should new resources be developed in addition to existing ones, or is the focus on optimizing and structuring existing resources?	Where possible, we want the supplier to develop these resources based on existing examples from practical contexts. This may include using or adapting existing resources or creating new ones where there are gaps.
g.	What level of interactivity is expected in the multimedia resources (e.g., videos, infographics, quizzes, discussion forums)?	All the above would be in scope and for the supplier to decide their preferred approach.
10	Platform:	
a.	Could you provide more details on the expected technical specifications for the platform?	The platform must be scalable, flexible, and updateable, with the capacity to accommodate and manage additional resources and 'modules' that may be commissioned in future. It should allow for free access and be able to host multimedia formats. We don't have any technical specifications beyond this.
b.	Do you have expectations of a fully custom-built platform, or licensing and adaptation of third-party hosted platforms? Are there preferred technologies or CMS platforms that should be used for development?	Suppliers should describe and justify their preferred approach and why it would suit the commission.
c.	Is there any relevant examples of similar platforms which you appreciated the interaction and engagement or addressing a similar subject area?	We can discuss this with the successful supplier at the outset of the project.
d.	Are there any specific plans for future modules or expansions that suppliers should consider when designing the platform?	Future modules might include lived experience collaboration in animal research, in neuroscience, AI, data science, in the implementation of interventions, or involvement in clinical trials. Whilst future modules are beyond the scope of the commission, we encourage suppliers to consider how their proposed approach to developing, collating, and



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		disseminating lived experience resources would be replicable in such contexts.
e.	Are you open to AI integrations when it comes to the resources and data kept on the platform?	This would be in scope, but suppliers would need to demonstrate the potential benefits and challenges with using this approach.
f.	Should the platform support multiple languages and accessibility features such as WCAG compliance?	We envisage this being available in English. However, since UKRI is a government organisation, Welsh translations should be factored into the supplier budget.
g.	Do you have any specific deadlines in mind for the launch of the platform?	Suppliers should propose a deadline that they think is reasonable and fits with the amount of time they need to deliver the project. Please note that the 'youth mental health' module should be prioritised in the timeline.
11	Success criteria and sustainability of the platform:	
a.	Do you have a view of what success should look like for this programme? What metrics or indicators will be used to evaluate the effectiveness of the platform in enhancing collaboration between researchers and lived experience experts? What metrics or indicators should be used to evaluate the success of the platform and its resources?	Some possible success measures include: the target audience using the resources and sharing them with others. Amount of usage. Longevity of usage. Whether the platform become a 'go to' place for target audiences to learn about this topic. Suppliers should think about possible metrics and success indicators that might be used to evaluate effectiveness. Both Wellcome and UKRI are grant-giving organisations. As funders we would want to see more collaboration and usage of these resources among grant applicants.
b.	Do you have any specific milestones in mind for the launch of the platform?	Potential milestones of the work packages should be identified within your proposal as these will be identified at contracting stage as deliverable outcomes.



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c.	How should the platform accommodate future modules beyond the initial focus areas?	The platform should be future proofed for expansion with additional future modules, but we have no preference for how this is done, so long as the material on the platform remains free and accessible to those who need it.
d.	What is the longer-term vision for the platform after the programme? What do you hope to see in the near- and medium-term to progress toward this vision?	We want the platform to become a 'go to' resource for the mental health research ecosystem, regarding lived experience collaboration.
e.	Would you require hosting and long-term maintenance, or only development and deployment?	Whilst this funding is for development of the platform itself, we would like to see options to be presented for the future so that they can be integrated into future plans. We would like to discuss this with suppliers early into the process to ensure viability of the platform over the longer term. The chosen supplier is not necessarily expected to maintain the platform long-term.
f.	Are you anticipating any integration with other Wellcome Trust platforms?	This can be discussed in more detail with the successful supplier. This could be discussed with the steering group as the project develops.
g.	Do you have any expectations of building an online network or community of practice around the platform? To what extent is audience recruiting and engagement part of the scope?	Building an online network and community of practice would be a good use of the platform. Audience engagement and piloting is in scope for this commission.